

# ARKANSAS CONTINUITY OF OPERATIONS PROGRAM

ACOOOP

Program Overview

# Every Disaster Is a Local Disaster

Beebe & Little Rock  
Tornados 1999



Heritage Museum Fire



Carroll County Ice Storm 2009

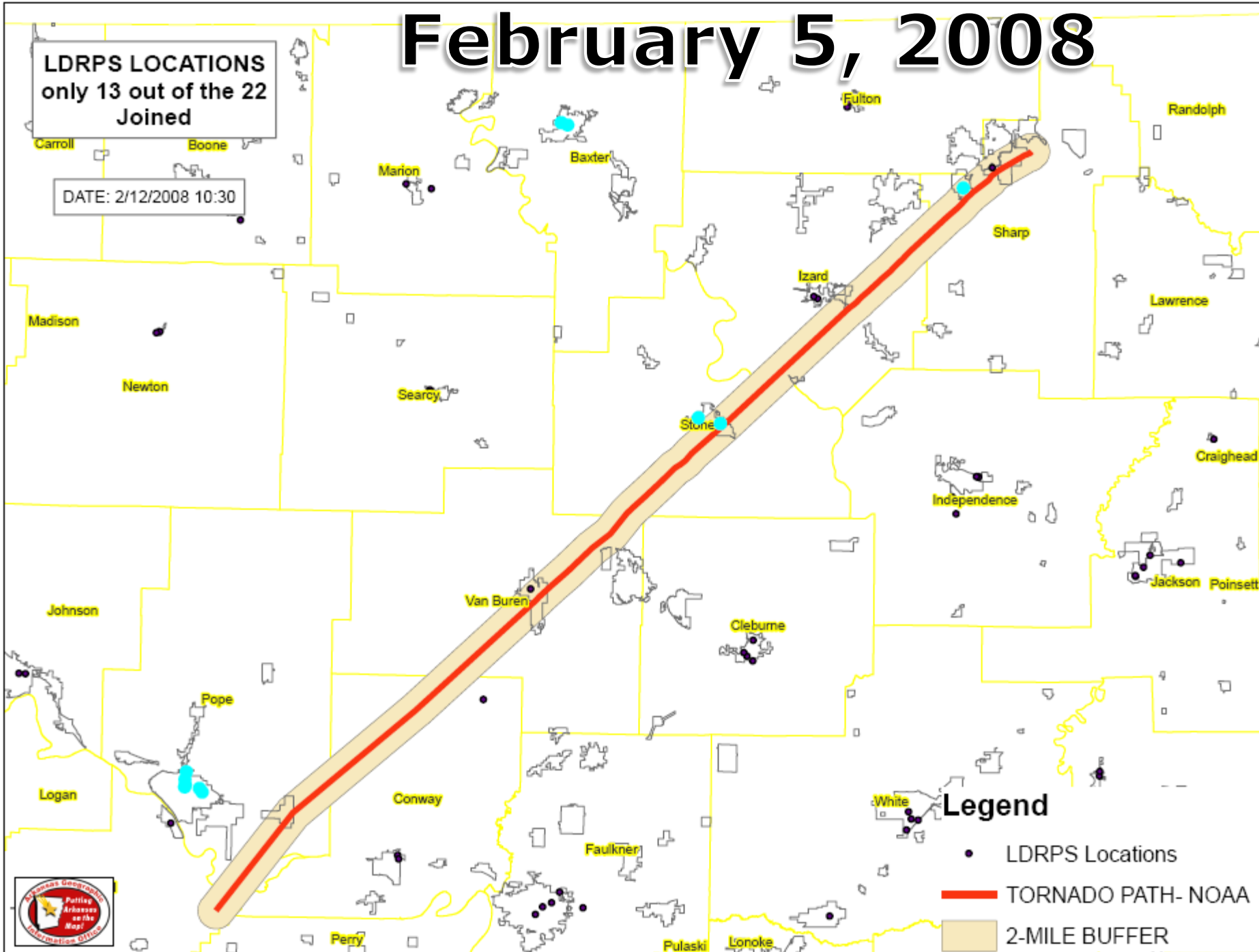


Van Buren & Fort Smith Tornados 1996

# February 5, 2008

LDRPS LOCATIONS  
only 13 out of the 22  
Joined

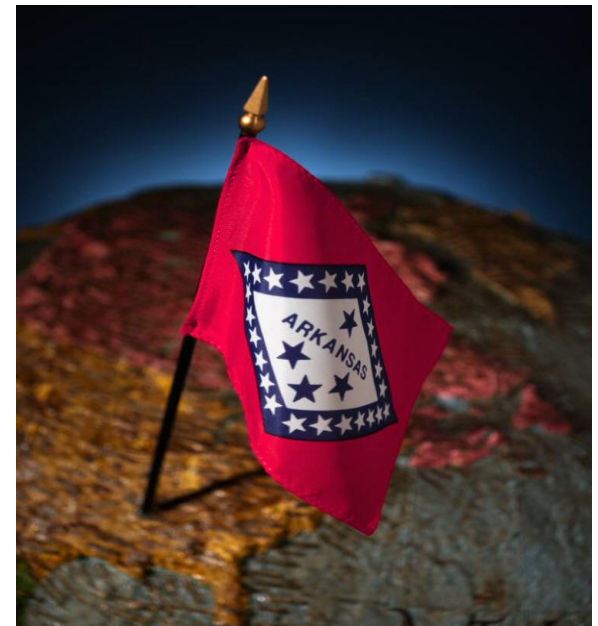
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# What We Do

## Arkansas Continuity of Operations Program ACOOP

- All Hazards
- Response, Continuity, Recovery
- Required for State Agencies
- Available to all State and County



# Crisis Management Plan VS. COOP



- Crisis Management
  - Initial Response
  - Human Capital
- Continuity of Operations
  - Detailed, long term
  - Continue normal operations



# Continuity of Operations

## COOP

Continuing to carry out essential functions during and after a disruptive event.



# Elements of a Viable COOP



- Essential functions
- Delegations of authority
- Succession planning
- Alternate facilities
- Interoperable communications
- Vital records and databases
- Human capital
- A test, training, and exercise program
- Plans for devolution and reconstitution

# Process

An activity or set of activities that provide a service or product for the people of Arkansas, or support other organizational units.



Function  
Business Process  
Service



# Delegations of Authority

Formally documented

Specify authorized activities



# Succession Planning

- Conditions for succession
- Method of notification
- Limitations
- Allows orderly transition



**“By failing to prepare you are preparing to fail”**

**-Ben Franklin**

# Alternate Facilities

Predefined temporary location(s)

Near and far

Model MOU's



# Interoperable Communications

How will you communicate during a disaster?



# Human Capital

Safety of students

Safety of staff

Assignment of tasks

Cross training



# Be Prepared

- Train staff in CPR and First Aid



- Encourage Community Emergency Response Team (CERT) Training





# Test, Training, and Exercise

Evaluate capability

Overview sessions with staff

Table top exercises

Fire, tornado, earthquake drills

- Do it
- Record it
- Learn
- Do it again



# Devolution and Reconstitution

## Devolution

- Transfer authority and responsibility

## Reconstitution

- Return to normal operations



# All Hazards

Initial plan for simple physical

Consider many physical hazards

Cyber events

- Intrusion, attack, breach, physical

Human resource

- Pandemic flu, brain drain



# Pandemic Flu

- Occurs Rarely – 1918, 1957, 1968
- Little or No Immunity
- Health Systems Overwhelmed
- Symptoms Severe
- Death Rate High
- Impact on Society
- Impact on Economy



# New Madrid Fault

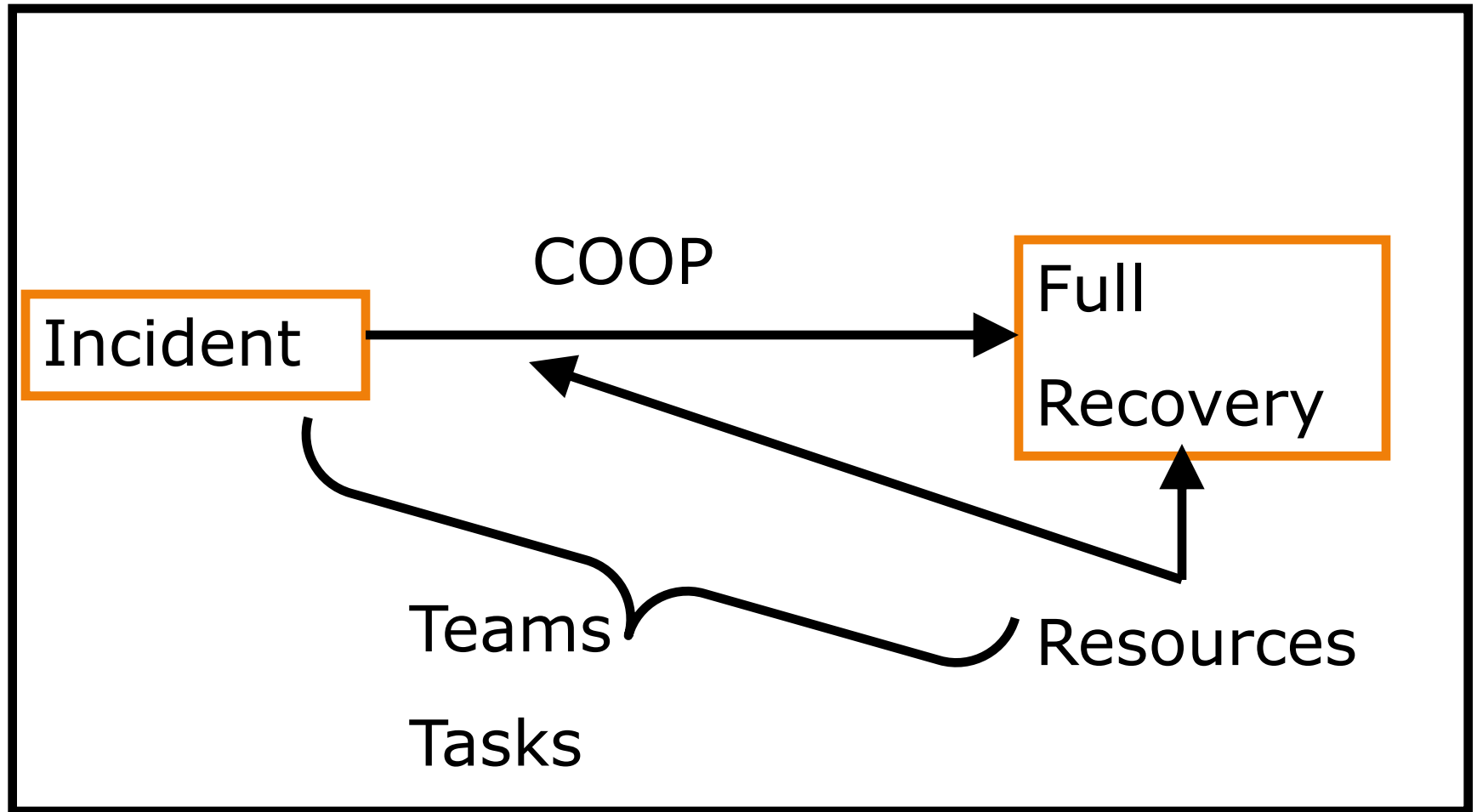
“Of greatest concern in the near future, then , are the 6.0 to 6.5 events. Damaging earthquakes in this magnitude range are possible within the lifetimes of our children” – *according to the Center for Earthquake Research and Information in Memphis*

Probability of a New Madrid Earthquake:

25-40% chance of a Magnitude 6 or greater in the next 50 years

7-10% Chance of a Magnitude 7.5 or Greater in the next 50 years

# Response, COOP, Recovery





# NIMS, ICS



## National Incident Management System

- Standardized approach to incident management and response

## Incident Command System

- Standardized on-scene emergency management concept

Understand these systems

Use naming conventions

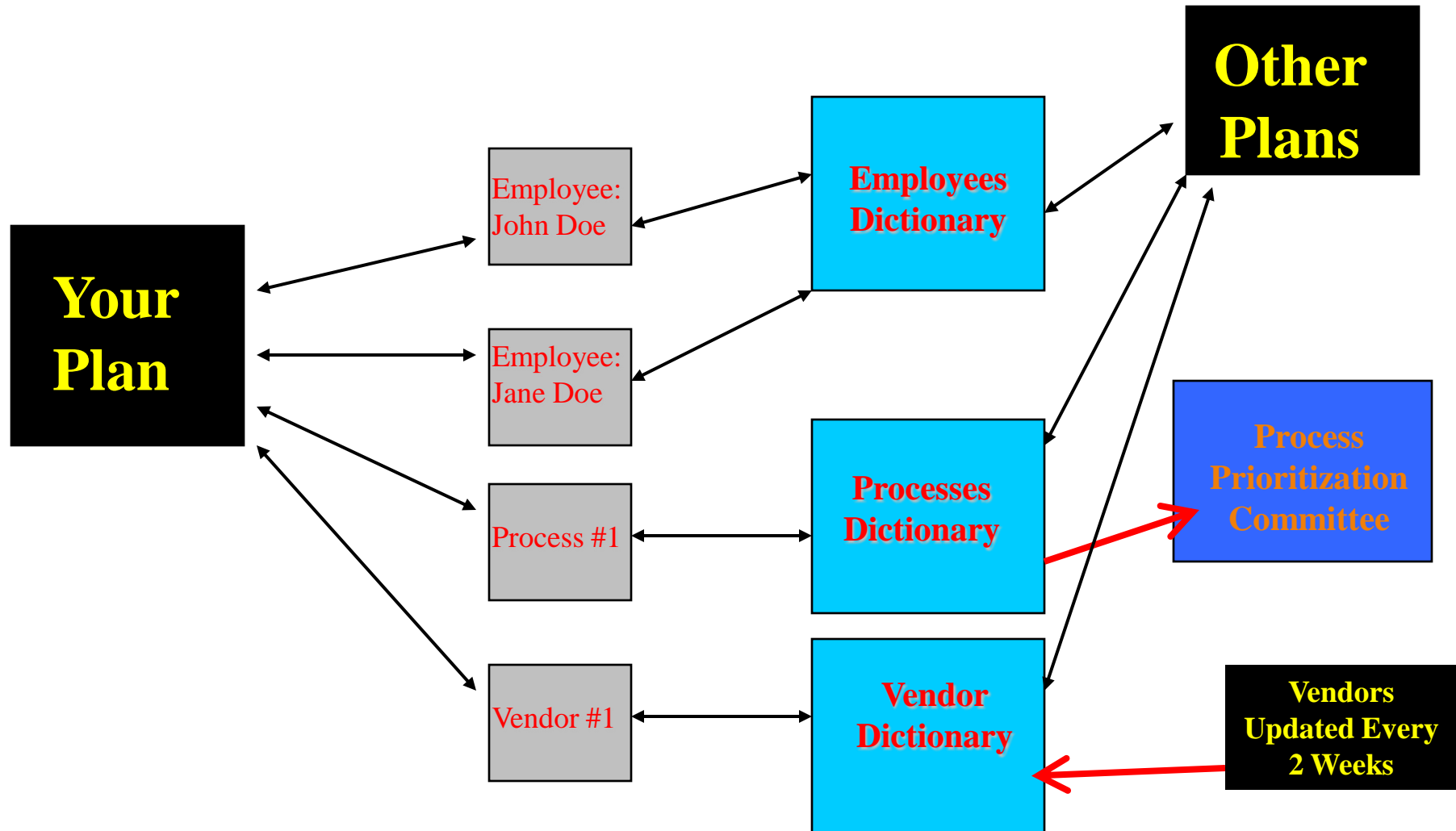
# Living Disaster Recovery Planning System

Web based, secured

- Relational database
- Flexible structure
- Extensive reporting capabilities



# How Do Relational Databases Work?



# LDRPS Plan

## Collection of Reports and Documents

### Plan for continued operation

- Prioritized processes
- Resources required over time
- Teams to do tasks of recovery
- Locations for temporary work



# Why Use A Tool?



- Organization Of Data
- Easy Updates
- Accessibility
- GIS Integration
- Customized Screens
- Plan Assistant/Navigator
- No Prior Emergency Management Experience Needed
- Upload Employee Information Using Existing Excel Documents



## Plan Assistant

### Instructions

- ☒ [WHAT will this plan do?](#)
- ☒ [Describe the plan's scope.](#)
- ☒ [Enter your processes.](#)
- ☐ [Review essential skills \(Employee Attributes\).](#)
- ☒ [Enter your employees.](#)
- ☐ [Create Call List\(s\)](#)
- ☐ [Build your reporting structure](#)
- What Resources do these Processes Need?
- ☐ [Identify vendors and vendor reps.](#)
- ☐ [Identify essential customer contacts.](#)
- ☐ [Quantify your plan's software requirements.](#)
- ☐ [Quantify the plan's equipment requirements.](#)
- ☐ [Quantify the supplies needed by your plan.](#)
- ☐ [Identify specific alternate](#)

File Tools Help

## FEMA MGMT



Edit Dictionaries

Build Plans

Manage Reports

Print Plans



Build Plans

### Overview

The State of Arkansas relies on critical services that cannot be delayed and are essential to the well being of our citizens. The Arkansas Continuity of Operations Program has set the guidelines for continuing essential services from the incident to full recovery. The following plan will provide documentation needed to keep those essential services operational during an event occurring at One Capitol Mall Little Rock, Arkansas 72201. [Update Overview](#)

There is no plan owner for this plan.

To see how much progress plan builders have made, [Check Plan Status](#)

### Plan Data Summary

#### Responsibilities

[Processes](#) (2), [Teams](#) (2), [Reporting Structure](#) (22)

#### People

[Employees](#) (34), [Call Lists](#) (1), [Vendors](#) (8), [Customers](#) (1)

#### Materials

[Software](#) (11), [Equipment](#) (14), [Supplies](#) (13), [Telecom](#) (0), [Vital Records](#) (5)

#### Miscellaneous

[Documents](#) (48), [Workstations](#) (0), [Locations](#) (7)

### Plan Printing

Printed by current user:

[Printed on Tuesday, July 08, 2008 3:46 PM](#) [Delete](#)

Plan  
Assistant

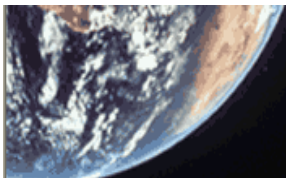
Link To Final  
PDF  
Document

Reports  
That Make  
Up The  
Table of  
Contents

### FEMA-Management

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Plan Assistant

WHAT will this plan do?

Describe the plan's scope.

Enter your processes.

Review essential skills (Employee Attributes).

Enter your employees.

Create Call List(s)

Build your reporting structure

What Resources do these Processes Need?

Identify vendors and vendor reps.

Identify essential customer contacts.

Quantify your plan's software requirements.

Quantify the plan's equipment requirements.

Quantify the supplies needed by your plan.

Identify specific alternate operating location(s).

FEMA MGMT



Edit Dictionaries

Build Plans

Manage Reports

Print Plans



Build Plans > Assign Processes

Processes required for the 'FEMA MGMT' plan:

- ☒ [Executive Management of DIS](#) - 0470 (P0009109)  
High-Critical Rating, 3-Priority Sequence  
[8 Software](#) , [11 Supplies](#) , [12 Equipment](#) , [No Telecom](#) , [4 Vital records](#) , [1 Teams](#) , [No Dependencies](#)
- ☒ [State level Emergency Management](#) - 0470 (P0009181)  
High-Critical Rating, 1-Priority Sequence  
[8 Software](#) , [4 Supplies](#) , [2 Equipment](#) , [No Telecom](#) , [5 Vital records](#) , [1 Teams](#) , [No Dependencies](#)

Processes

Resources Required to Accomplish These Processes

[<< Prev] [1-2] [More >>]

Lookup Sort Order Filter

Search for:

In field:

Process ID



Search

☐ Search in assigned Processes

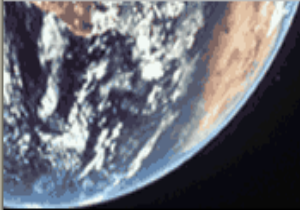
[Show all Process](#)

New

Save

Cancel

Close



## Plan Assistant

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File Help

# Manage Reports



Edit Dictionaries

Build Plans

Manage Reports

Print Plans



Manage Reports

## Overview

Need a quick look at the information in your plans? The Report Manager lets you create, edit and delete reports to organize and view plan details. These reports are grouped in the categories shown below. Select a category to view the reports in it. To view a report, click on the report name. To make changes to the report or move to another category, click Edit next to the report name.

## Report Categories

### Responsibilities

[Processes](#) (15), [Reporting Structure](#) (4), [Tasks](#) (2), [Teams](#) (3)

### People

[Customers](#) (2), [Employee Attributes](#) (3), [Employees](#) (12), [Vendors](#) (1)

### Materials

[Equipment](#) (2), [Software](#) (2), [Supplies](#) (0), [Vital Records](#) (1)

### Miscellaneous

[Locations](#) (2), [Plan Assistant](#) (2), [Plan Names](#) (0), [Print Plans](#) (2), [Security](#) (0), [Table Of Contents](#) (1), [Workstation](#) (16)

### Custom

[General](#) (0)

Number of Reports  
in Categories

Reporting Categories

Close

# Organizational Format



**Money Man** (EMP04830750)

Director, 222-1555 (W)

**Becky Green** (EMP05310002)

Administrative Assistant I, 565-895-4127 (W)

**Rainy Dae** (EMP05310003)

Machine Inspector, 695-859-6325 (W)

**Smarty Pants** (EMP05310019)

Administrative Assistant of Operations I, 745-856-6456 (W)

**Gonnahav Ajob** (EMP05310018)

Intern

**Pocahontas Smith** (EMP05310005)

Assistant State Coordinator, 452-789-8569 (W)

**Johny B Good** (EMP05310007)

Auditor, 125-895-8956 (W)

**Mickey Mouse** (EMP05310008)

Security, 459-859-7894 (W)

**Debbie Talkslot** (EMP05310011)

Administrative Assistant II, 123-456-4777 (W)

**Ollie Ollie Oxenfree** (EMP05310016)

Special Projects, 456-895-7485 (W)

**Igotcha Covered** (EMP05310014)

Administrative Assistant of Operations I, 789-789-4569 (W)

**Imagonna Getyou** (EMP05310017)

Attorney, 521-589-4684 (W)

**Cash Money** (EMP05310013)

Administrative Assistant of Operations II, 789-456-4528 (W)

# Call Tree

# Excel Format



	Work	Home	Cell	Personal Email
<b>Bill Gamble</b>	501-659-9866	501-777-7777	501-556-5555	billbill@money.com
Mouse, Minnie	125-459-8956	459-458-1561	125-459-4854	polkadotbow@mouse.com
Smith, Patty	568-965-9658	569-895-8989	789-458-9589	ps@yahoo.com
Sparrow, Jack	125-888-5555	125-555-6666	564-888-9999	cptjspan@sailor.com
White, Snow	749-958-9632	789-789-4564	852-963-8523	poisonapple@imagine.com
<b>Becky Green</b>	565-895-4127	568-656-2586	589-457-3157	becky@moneyhungry.com
Ajob, Gonnahav		852-965-8569		student@lr.edu
Dae, Rainy	695-859-6325	521-458-6215	758-989-1254	whenitraines@hotmail.com
Pants, Smarty	745-856-6456	125-789-5456	123-465-7485	genius@mac.com
<b>Money Man</b>	222-1555 x 15	777-0000		itakemoney@email.com
Gamble, Bill	501-659-9866	501-777-7777	501-556-5555	billbill@money.com
Green, Becky	565-895-4127	568-656-2586	589-457-3157	becky@moneyhungry.com
Smith, Pocahontas	452-789-8569	459-859-8526	125-125-1254	indian@new.com
Talksalot, Debbie	123-456-4777	456-456-7894	444-555-6666	bubblydeb@yahoo.com
<b>Pocahontas Smith</b>	452-789-8569	459-859-8526	125-125-1254	indian@new.com
Good, Johny B	125-895-8956	125-465-8956	125-457-4659	ibgood@good.com
Mouse, Mickey	459-859-7894	521-123-4569	125-454-5623	dreamspossible@mouse.com
<b>Debbie Talkslot</b>	123-456-4777	456-456-7894	444-555-6666	bubblydeb@yahoo.com
Covered, Igotcha	789-789-4569 x 1211	222-555-8888	520-520-0000	igotcha@hotmail.com
Doll, Barbie	235-456-7894	123-123-1234	356-458-4587	imurdoll@doll.com
Getyou, Imagonna	521-589-4684 x 1235	748-895-8456		imagonna@representation.com
Money, Cash	789-456-4528 x 321	789-789-7894	126-458-8594	showmethemoney@investment.com
Ogre, Fiona	852-963-7894	123-789-4568	123-789-4569	princessfiona@arkansas.gov
Oxenfree, Ollie Ollie	456-895-7485	123-785-9658		comeout@projects.ar.gov

# Assign Attributes

Mickey Mouse - Security (EMP05310008)  
(W) 459-859-7894

- ☒ [Windows 95/98/2000 Trained](#) (COMP0031)
- ☒ [Home Broadband](#) (COMP0040)
- ☒ [Lives < 20 miles from office](#) (DIST0005)
- ☒ [Search and Rescue Certified](#) (EMER0004)
- ☒ [Fluent in Vietnamese](#) (LING0003)

LDRPS contains over 200 "Attributes" that specify employee capabilities.

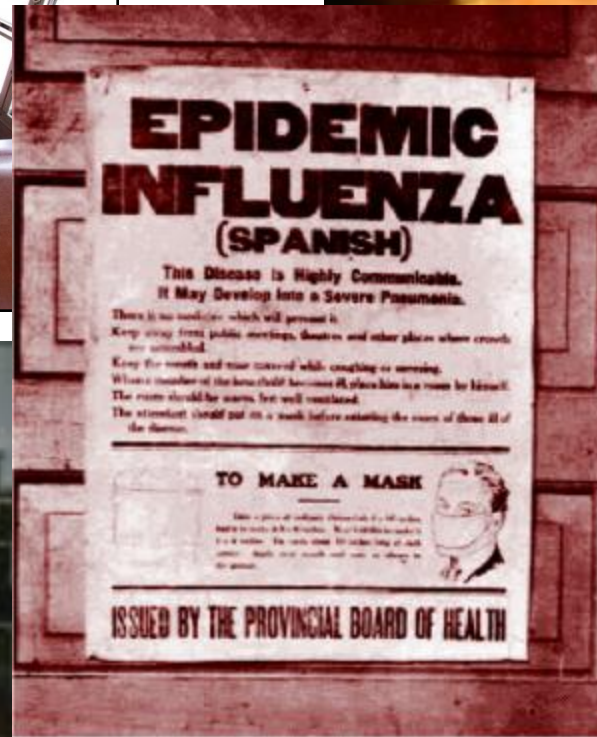
[<< Prev] [1-5] [More >>]

Lookup Sort Order Filter

[Show all Attr](#)

Search for:  In field:

# No matter what situation .....YOU must be prepared





# Resources



COOP project website & training schedule:

<http://www.dis.arkansas.gov/security/coop.htm>

Amber Styles-Emberson

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501-683-0502

[Amber.styles-emberson@arkansas.gov](mailto:Amber.styles-emberson@arkansas.gov)